

POSITION POSTING:	Massachusetts Teachers' Retirement System
FUNCTIONAL TITLE:	Administrative Assistant – Contact Center
LOCATION:	500 Rutherford Ave., Charlestown, MA 02129-1628
STARTING SALARY:	\$38,875
APPLICATION DEADLINE:	December 23, 2020

The Massachusetts Teachers' Retirement System (MTRS) is the pension plan for the Commonwealth's public-school educators. The plan provides retirement, disability and survivor benefits to more than 68,000 recipients and maintains and services retirement accounts for over 94,000 active members and 30,000 inactive members. On a monthly basis, the MTRS collects contributions and related data for all active members from 420 local school districts.

GENERAL STATEMENT OF DUTIES

Working under the general supervision of the Director and Assistant Director of Contact Center Services, the Administrative Assistant will be responsible for performing front desk receptionist duties and also providing administrative support to the Contact Center Services and Member Services units.

Essential Duties and Responsibilities

- Perform front desk receptionist duties, including answering and accurately directing incoming phone calls; greeting visitors in a friendly, courteous and professional manner; reviewing forms and applications submitted in person for completeness; notifying staff members of appointment arrivals and package deliveries in a timely and courteous manner; and, maintaining cleanliness of the reception area. (Note: during the coronavirus pandemic, the MTRS office is closed to the public.)
- Open, sort, date-stamp and accurately distribute all incoming mail; date-stamp and log all incoming checks in our Oracle database.
- Process all outgoing mail using Pitney Bowes mailing machine.
- Communicate professionally, both verbally and in writing, with members of the MTRS, including, but not limited to, responding to members' inquiries by email and answering members' phone calls received through the call center.
- Log and track all files for scanning through the Tab Fusion file management system.
- Perform document preparation, scanning, indexing and validation on all agency documents as required.
- Accurately process all documents to the correct queue using the Kofax scanning system, and generate reports as needed.
- Assist in locating files, fixing errors and troubleshooting as needed within the imaging system.
- Record incoming applications and documents in the agency's information management system (MyTRS); perform related data entry.
- Periodically check the main office fax machines and properly distribute all incoming faxes to appropriate staff.
- Log incoming requests for service purchases and prepare files for processing.
- Review incoming member applications for completeness, follow up on missing information, and identify cases that require expedited service.
- Process certain member-submitted account maintenance forms in a timely and accurate manner, and pursuant to established workflows (e.g., beneficiary designation forms).
- Assist with the coordination of the retirement application review process, acknowledge applications, identify high priority cases, and manage file organization.
- Assist with the maintenance of the counseling schedule for MTRS counseling staff and a general calendar of unit meetings and projects.
- Work independently, as well as participate in decisions affecting the workflow and performance of the team.

- Provide friendly, efficient and professional office support services.
- Fully participate in all group meetings and training programs.
- Perform other duties as assigned by the Director and Assistant Director of Contact Center Services.
- Participate in all unit and agency projects as needed.

Required Education and Experience

High school diploma or equivalent, with associate's degree preferred.

Necessary Knowledge, Skills and Abilities

- Ability to communicate effectively and professionally with the public.
- Excellent written and verbal communication skills.
- Detail oriented.
- Strong organizational abilities.
- General knowledge of services provided by the agency and reasonable knowledge of basic functions of agency in order to better assist callers and walk-ins concerning direct deposit, tax withholding, downloadable forms and address change procedures.
- Ability to understand retirement laws and regulations.
- Ability to follow instructions and function both independently and as a member of a team.
- Enthusiasm, a positive attitude, and the ability to maintain harmonious relationships with the membership, employers, members of the public and MTRS staff.
- Must be flexible and able to handle a multitude of tasks.
- Commitment to competent, compassionate and quality service at all times.
- Proficiency with Microsoft Word and Excel.
- Ability to file, collate and operate office equipment.
- Ability to work a 9 a.m. – 5 p.m. schedule in the office (although some of the essential duties of this position can be done remotely, many cannot).

APPLICATION PROCESS

Interested applicants must apply online through *MassCareers* at:

<https://massanf.taleo.net/careersection/ex/jobsearch.ftl?ftlcompclass=LoginComponent>

All applicants must submit a cover letter and résumé. The cover letter must address why the applicant's background and training would make him or her a good fit for the position of Administrative Assistant in the Contact Center with the MTRS. Selected applicants will be invited to take a test designed to evaluate their basic writing, math and computer skills. The MTRS is an equal opportunity employer.